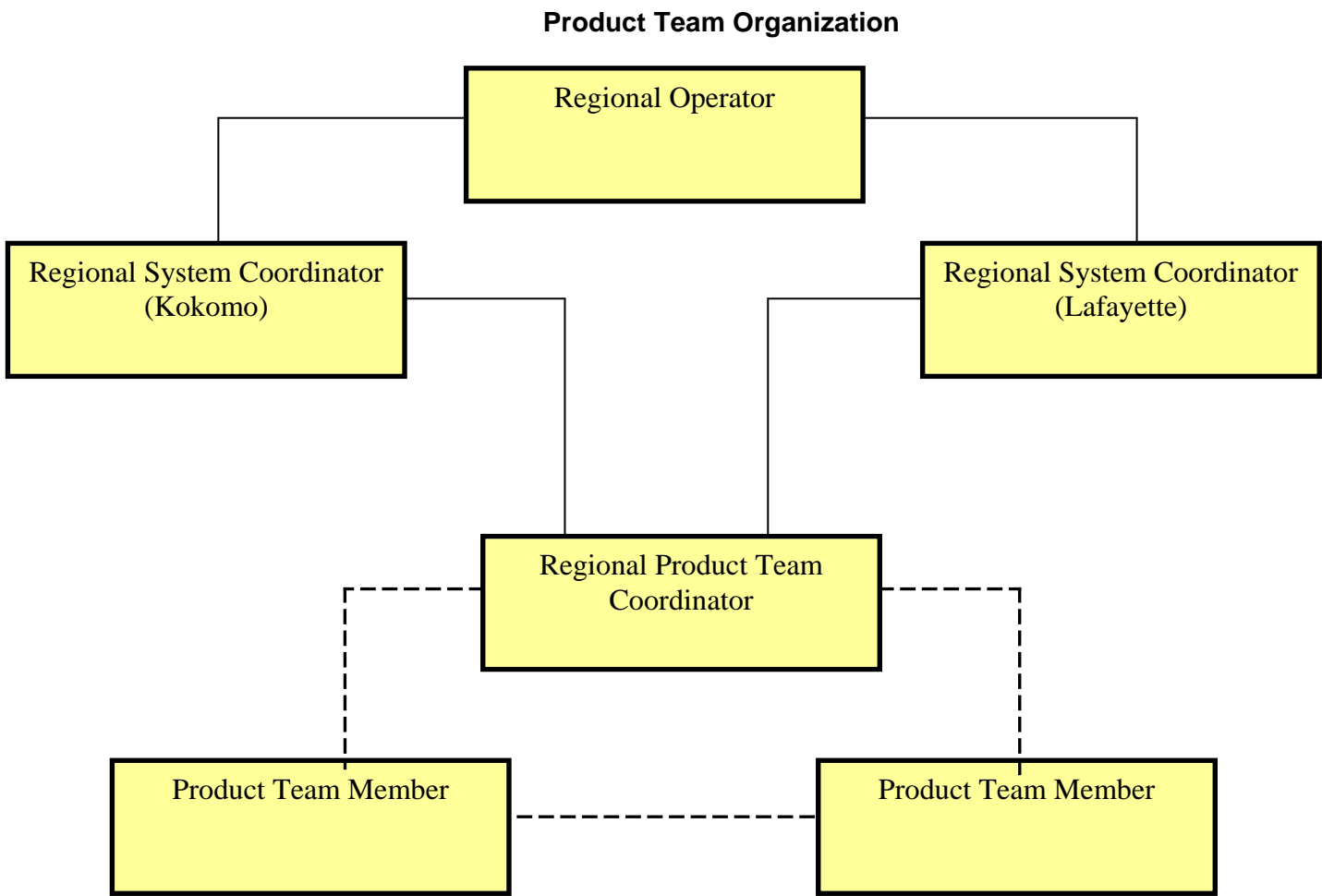


# **PRODUCT TEAM PROCEDURE MANUAL AND PRODUCT LIST**



## **Product Team**

### **Mission Statement**

To consistently offer a robust, innovative, integrated, and quality product line targeted toward job seekers that shall be known by all staff and marketed to all customers. The robust product line includes services for customers of all skill, educational and employment levels.

### **Functional Responsibilities**

- Facilitate workshops
- Develop and create product activities that will engage the customer
- Ensuring capability/access of these products
- Organize product activities
- Product box logistics
- Resolve product connectivity issues
- Oversee product activities
- Ensure training rooms are prepared and ready
- Ensure all supplies and technology are ready for training
- Curriculum development

### **Product Team Coordinator**

In addition to above:

- Keep Master list of all products
- Develop Partnerships with community learning organizations for product advancement
- Develop Vendor list of trainings and costs associated with those trainings
- Schedule products and workshop trainers
- Procedures on how to access training
- Review effectiveness of trainings and trainers
- Train the trainers
- Ensure logistics of training across the Region
- Have Quarterly training schedules posted
- Assist with Marketing

## **Product Box**

### **Orientation/Informational (Know your skills)**

- REA Orientation
- UI Profiling Orientation
- TAA Orientation
- TAA Next Steps Meeting
- UI Services
- Initial Assessments
- Basic Skills Training

### **Talent Improvement (Improve your skills)**

- WorkKeys® ®
- WorkKeys® ® Career Readiness Certificates
- Short Term, Pre-Vocational
- Soft Skills
- Occupational Training
- Entrepreneurial Training
- Literacy, Adult Ed

#### **E- Learning:**

- Basic Computer skills
- Specific computer skills (Word, Excel, Power Point, Access, etc)
- AccuVision Personal Effectiveness Skills
- Financial Literacy
- Touch Typing

#### **Workshops:**

- Basic Computer Skills
- Various specific Computer Skills (Microsoft Office Suite)
- Customer Service

### **Get Best Job Possible Skills**

#### **Workshops:**

- Resume Preparation
- Interviewing Skill
- Networking
- Job Search
- Job Club
- Job Keeping Skills

### **Employer Sponsored/ Based**

- Customized Recruitment Fair
- OJT
- Internship
- Customized Training

## WorkOne West Central Product List

<b>3-2-1 Launch</b>	Does it seem like time sometimes just gets away from you? Do you sometimes wonder what information employers really want to hear from you? This foundation workshop offering will teach you skills to treat the job search as a job and how to identify the skills necessary to build a winning resume, and perform the way you would like in an interview.
<b>Resume Advantage</b>	What is a resume, and do I really need a cover letter? Learn what resume format is best for you and write a cover letter that will introduce you to prospective employers in the most positive light. Do you need help writing your resume and cover letter? Then this workshop is a must! You will learn how to best present your skills in a format that showcases them best. Staff will be available to assist you in attaining the <i>Resume Advantage</i> .
<b>Be a S.T.A.R. in Your Next Interview, Session I</b>	“Tell me about a time when you...” Many employers are now asking this type of question during their interviews. Stand out from the crowd, and be a S.T.A.R. You will learn how to form your answers to this type of question and how to package your skills during an interview. This must attend, first session of two, is critical for anyone who will have to interview for their next job. Additionally, you’ll learn how to write a cover letter that sets you apart from the crowd.
<b>Be a S.T.A.R. in Your Next Interview, Session II</b>	Still not getting that fabulous job that you’ve always dreamed of, huh? You know that your resume is fantastic because you’ve been landing interviews. You have the answers to the interviewer’s questions and believe the interviews are going well, but you’re still not getting the job offer. Session II offers tips on dressing for interview success and provides opportunities for role playing the interview.
<b>Workin’ the Web 1</b>	“I went to a company to fill out an application, and they told me to go on-line!” That whole on-line application thing just frustrates me...I don’t know why they do that or what they want.” Many employers (especially the large ones) are using an on-line application process. These are several activities where you will learn to use key words and plain text to keep your application out of “Cyber-Trash”. If you are using the Internet to look for work, you should be “Workin’ the Web 1.
<b>Workin’ the Web 2</b>	“I’m still real confused about applying on-line. Can’t the company just call me? This very “hands-on” workshop will help you establish an e-mail account (and learn how to use it), as well as allow you practice posting applications to websites. If you would

	like to use the Internet but are a little unsure of the “mechanics”, plan to join us for Workin’ the Web 2.
<b>How to Negotiate Your Next Raise</b>	Who doesn’t want this? If you have questions like “When should I talk about salary?” or “How can I find out how much a job pays?” or “How can I know I’ve done my best to negotiate the best salary I can for myself and my family?” you should plan to attend “How to Negotiate Your Next Raise.” Additional topics include: your 90-day review, and job keeping skills.
<b>Casting Your Net(work) to Catch a Job:</b>	“I’ve been answering ads in the paper, and applying on line, and running matches on the job bank, and not much seems to be happening.” If this describes your job search, you’re already doing many of the right things. Keep doing them. However, the problem is you are one of many who apply. Learn to script a message for making calls to prospective employers and how to get past the gatekeepers to the real decision makers. Learn techniques to try to “beat the crowd” and get the employer’s undivided attention in <b>“Casting Your Net(work) to Catch a Job.”</b>
<b>Exceptional Customer Service</b>	“That person at the store was so rude that I’ll never shop there again.” Ever experience something like this? How about people who seemed to ignore you while you were waiting to make a purchase or waiting for a service? Happy (and cared for) customers buy your goods and services. Unhappy customers go elsewhere. Giving excellent customer service equals job security. In this workshop learn the best things to say to the customer, and other techniques to ensure your success at your next job. If you want to be recognized for your exceptional customer service in your next job, and receive the positive attention of your boss, then this workshop is a must!
<b>PowerPoint Presentation I</b> <i>Presentation Development Tips for Professionals</i>	Learn the tips and tricks of designing your presentation utilizing PowerPoint software. Workshop participants will learn how to insert slides, change backgrounds, insert charts, diagrams and graphics, time your slides and use animation that will all make your presentation POP!
<b>PowerPoint Presentation II</b> <i>Presenting with Skill and Confidence</i>	Practice delivering your PowerPoint presentation with the support of other workshop participants and never be afraid to make a public speaking presentation again! Research says speaking in front of people is one of man’s greatest fears (some say more than dying). However, many job titles ask workers to be able to develop and deliver presentations as part of their duties. If you want to distinguish yourself from the crowd, add Presentation Skills to your skill set.
<b>Introduction to Computers</b>	“I don’t know anything about computers.” Isn’t a mouse something cats chase?” “I’m not really sure how to turn the thing on.” “What I know about windows is that you open one to get a breeze into my house.” If you have found yourself saying these kinds of things when it comes to computers, this introductory class may be for you. Intro to computers starts really basic with how to use the mouse, opening and running programs, and learning how to create and save files and create folders.

<b>Microsoft Word 1, 2, &amp; 3</b>	“I wish I could create some of those cool looking documents like my friends.” Come to these 3 classes to learn how to create, edit, and format text and entire documents that will allow you to create professional looking documents. This series is a must for job seekers in the clerical field.
<b>Microsoft Excel 1, 2, &amp; 3</b>	“How did they get that spreadsheet to automatically do the math?” In Excel you will learn how to use the incredible power this program offers to create eye-catching spreadsheets that will allow you to effectively organize information, calculate values using simple and complex functions, and display your results on attractive graphs. If you are considering a career where organizing and displaying numerical information is important, Excel 1, 2 & 3 is a must attend class.
<b>Microsoft PowerPoint 1, 2, &amp; 3</b>	This course is for the beginning level PowerPoint user. “I’m not very artistic, but I’ve been asked to give a talk at next month’s PTA meeting.” Using PowerPoint effectively can enhance your presentation by tapping into different learning styles, while displaying your information in an attractive format. You will learn how to plan a presentation as well as how to use many of the “bells and whistles” in PowerPoint to jazz-up your talk. It is simply a load of fun!
<b>Microsoft Access 1, 2, &amp; 3</b>	“I’ve got so much information...I really need a way to organize it, and sort it.” If this sounds like you, then maybe learning Access can help. This very powerful data base program allows you to store, organize and retrieve information in a number of ways suited to your needs. This is a must for aspiring administrative professionals.
<b>QuickBooks 1, 2, and 3</b>	This three session workshop is designed for budding Bookkeepers and Business Office Clerks who will find this course a terrific addition to their list of skills. This is a must for entry into most small businesses offices. QuickBooks helps you manage your finances more effectively in less time than you spend now by simplifying the work you already do like paying bills, invoicing customers, tracking sales tax, filling out purchase orders and much, much more.
<b>Peachtree Accounting 1, 2, 3</b>	This three session workshop will help Peachtree Accounting users who are just getting started. It is helpful for those who are interested in setting up new features in the Peachtree Accounting program not currently being used. It's also designed to help you learn more about processing transactions and how they affect the general ledger and financial statements.
<b>Show Me the Money!</b>	“Lack of funds is no excuse for not going to college; there are scholarship dollars that go unclaimed every semester.” Has anyone ever made that comment to you and you wondered, “So how do I get a chance at this financial aid?” Learn about scholarship applications, grants, state and federal financial aid programs, what forms have to be completed and how to navigate the maze of financial aid to get your share of the educational dollars that are out there waiting to be claimed.

<b>How to Apply for Civil Service and State Jobs</b>	There are a great variety of opportunities if you are thinking of working in Civil Service positions. Find out how to apply by attending this workshop.
<b>Résumé for Professionals</b>	This workshop is intended for professionals. You will be given general guidelines and recommendations to improve your professional résumés and cover letters. Bring two hard copies of your résumé and cover letter for review and note taking. Learn how to add your preferred résumé structure to your CareerLink Personal Folder.
<b>Careers for You</b>	Wondering what career best matches your interests? We have the tools to help you explore exciting career options in today's labor market.
<b>Know Your Own Strengths</b> <i>Transferable Skills</i>	Not sure how to transition your skills and experiences to a new field? Or, have you been out of the job market for awhile? We'll help you identify your career assets and apply them to your next job.
<b>Employment Application Success</b>	Ever wonder what you should write on an employment application, and then decide to just write nothing, leaving the section blank? Bad decision! Employers want to hire employees that can follow direction, and provide requested information that is easily read and understood. This workshop will prepare you to complete an employment application that will give you the edge in getting that interview and landing the job!
<b>Kiosk and Pre-employment Testing Strategies</b>	Learn how to navigate through a computer based employment application or pre-employment exam that is located within a Kiosk setting. Computer screen navigation skills, tips for staying calm and providing the requested information in an accurate manner that will get you the interview and job.
<b>Entrepreneurship - Start-up Steps for the Beginner</b>	There is risk associated with starting small businesses: two out of three survive for two years and one out of three operates for as long as four years. Attend this workshop to identify what it takes to complete a successful business start-up and decrease the risk of failure. Topics will include skills needed to develop business plans, where to look for adequate financing and how to negotiate other challenges encountered during the successful launch and operation of a new business.
<b>Lean Manufacturing 1, 2, &amp; 3</b>	This three session lean simulation workshop demonstrates the principles and concepts of lean manufacturing through lectures and multiple hands-on simulations. Topics include: Discussion of Lean process objectives. <ul style="list-style-type: none"> <li>• Definition of Key Concepts (Lean, Value Added, and Non-Value Added).</li> <li>• Effect of lead time and batching.</li> <li>• 7 Wastes</li> <li>• Lean implementation tools.</li> <li>• Comparison of Lean vs traditional methods</li> </ul>



<b>Advanced Manufacturing 1, 2, &amp; 3</b>	This is a career exploration course that introduces the workshop attendee to specific career areas within the advanced manufacturing career cluster, while identifying what it takes to work in this exciting career field. Career areas explored include: automated manufacturing (robotics), precision and micro-fabrication, computer numerical control, programmable logic control, emerging nanotechnologies, and chemical and biotechnology.
<b>Financial Literacy  E-Learning</b>	What you do not know about money can really affect your entire life! Financial Literacy is an introductory course about personal financial management. In this interactive multimedia course, a series of seven dynamic modules covering everything from how to set up your first bank account to planning for your retirement will put you on the path to financial fitness!
<b>Touch Typing Skills  E-Learning</b>	Our Touch Typing Course is a professional typing tutor that helps you to increase your typing speed and accuracy. It takes very little time to learn the basics of Touch Typing allowing you to develop a skill that we help you for a lifetime! Save yourself hours of time and learn to touch type!

## Know Your Skills

### I. Basic Skills Training Activities

#### **Overview**

Customers will have the opportunity to learn about the skills and/or the skill gaps they may have and to learn about the services available for enhancing their skills.

- A. **Identify Customer Need for Service(s):** A Team member meets with the customer to provide the initial assessment of skills, review assessment results, and identify next steps that will enhance employability.
- B. **Engage the Customer:** The customer is referred to the Skill Development or Career Advancement team member and customer is immediately engaged in a skill enhancement service or an appropriate date and time appointment is made for activity(ies) to begin.
  - 1. If the customer is referred to an in-house basic skills activity, the Team member directly schedules the customer in the activity. Inform the customer of the date and time and give her/him an appointment card if the customer can not be immediately engaged in an activity.
  - 2. If the customer is referred to an activity delivered by an outside vendor, the Team member makes arrangements for the customer to attend. This includes contacting the vendor directly and scheduling the customer for the planned activity. When needed, a purchase order (PO) is issued to the vendor to confirm WorkOne's commitment to pay specific costs.
- C. **Enter TrackOne Information**  
Once confirmed the customer has participated in a workshop or pre-vocational training activity, this service is entered into TrackOne along with appropriate case notes. The activity Begin Date is the same as the first day of the activity. If needed, also enter any new credential or skills into the job matching system.
- D. **Ensure Customer Attendance**  
Customer attendance at workshops and pre-vocational training activities should be documented. If activities are delivered by WorkOne staff, the classroom facilitator reports attendance in TrackOne. If the activities are delivered by an outside vendor, the vendor reports attendance information to the Skills or Career Team.

## TALENT IMPROVEMENT

### I. Occupational Skills Training

#### **Overview**

Some WorkOne customers will participate in formal skills training leading to certifications, degrees, and other credentials. Typically these customers have job/career goals that require formal certification or skills training. The following procedures are used for customers assessed as appropriate for Occupational Skills Training

#### **A. Requirements to Access Occupational Skills Training Programs:**

The following requirements must be satisfied for a customer to be considered appropriate for such activities.

1. If the customer is unemployed, she/he must participate in appropriate testing activities and be determined in need of skills training to earn self-sufficiency. This testing may be waived according to Local Policy and reviewed by the appropriate Team Leader and/or Regional Coordinator in cases where customers are currently engaged in post-secondary training or have clearly demonstrated readiness for skills training activities based on academic achievement.
2. If the customer is employed, the customer must be determined as not being self-sufficient. Use Regional Operator Eligibility Policy to determine this.
3. Customers must also meet the following criteria:
  - The customer would benefit from participation in training;
  - There is a reasonable expectation of employment following training completion;
  - Training is reasonably available and first consideration is given to training within a normal commuting area;
  - The customer has the skills and qualifications to successfully complete the training; and,
  - The planned training is suitable and available at reasonable cost.

#### **B. Identify Specific Customer Need for Training**

Once the customer meets required criteria to participate in Occupational Skills Training, the Team member meets with the customer to review need for specific credentials or degrees that can be earned through occupational skills training. The Team member also addresses skills that must be gained through formal training. The Team member uses assessment results to guide this discussion, ensuring certification and skill issues are addressed. Other questions the Team member may explore include:

- Are certifications and skills in demand by employers in the West Central Indiana labor market? (Training needs to be for a local occupation in demand.)
- What are current skill levels of the customer? What level of training is needed to build on and enhance these skills?
- What are the customer's testing and assessment scores? Do these scores indicate the customer could be successful in the planned training?
- What credential is required by employers in the customer's desired career field?
- How does the customer plan to use these skills? What job will result from training?
- Does the customer have barriers (e.g. transportation, child care) to address?
- What wage level could be expected after training and certification?
- How will the customer meet current financial obligations while attending training?
- What vendors provide the needed training, and what are the schedules and costs?

#### **C. Informational Interviewing (if appropriate)**

If a customer would benefit from exploring other training options, he/she may be asked to participate in job shadowing or informational interviewing. In informational interviewing, the customer is asked to talk with employers about skill and training expectations, and with training vendors to discuss specific training options. The results help the customer to determine if the training he/she wants is required by employers and is realistic for him/her. It should also help identify the Occupational Skills Training to be pursued.

#### **D. Schedule the Customer**

After these discussions, the Team member and customer should reach an agreement that Occupational Skills Training is needed to improve skills that result in employment. The Team member

now works with the customer to identify specific training the customer may attend. This process includes:

1. A specific Occupational Skills Training program and vendor is selected. Training must appear on the state's Eligible Training Program List.
2. The vendor is contacted and the customer is registered for the training. Registration may occur electronically. The Team member should request a confirmation statement from the vendor and ensure a copy goes to the customer.
3. The Team member issues appropriate documentation to the vendor. This identifies the specific training program by name as well as all expenses that funding covers. The customer signs the document indicating agreement with the training plan.
4. A copy of the training payment documentation is sent to the vendor. A second copy is sent to the fiscal department of the service provider. Electronic and/or paper copies are kept as required.
5. The customer's IEP is updated to include planned training activities and costs. For TAA customers, a formal TAA training plan is developed and submitted for approval
6. Prior to start of training the Team member or representative conducts a school orientation explaining requirements for attendance, schedules, grades, and midterm reports.
7. At this point, a file with necessary paper documents is created for the customer.

#### **E. Enter TrackOne Information**

Once confirmed the customer is participating in training, this service (along with a case note) is entered into TrackOne. The date of the service will be the first date of class and the planned exit date will be the published last date of the class. The Team member obligates funds needed to support the planned training activity as required.

1. In the case notes
  - Summarize that the customer is unable to obtain/retain employment with the services that have been provided (e.g. a review of the customer's skills gap to be addressed through the training activity)
  - Other barriers to employment should be noted.
  - Describe the training program the customer will attend and the training institution delivering the training.
  - The Training ID number from the Indiana Education and Training Choice (ETC) system should also be noted.
  - Mention the status of PELL grants and/or other sources of grant aid available. If the customer has selected a training program that is not PELL eligible, this should be noted.

#### **F. Report Employment Outcome**

If it's known the customer is employed, the Team member enters the job and wage information into the TrackOne.

#### **G. Closing the Training Activity**

When the customer completes planned training activities, these steps close this activity in TrackOne.

1. The Team member should obtain copies of the customer's certificates or other documentation of completion and, if possible, documentation of any credentials, certifications, or degrees to verify successful completion of training. This is recorded in TrackOne.
2. The Team member closes the training activity in Track One at the completion of training, using the last day of class attended as the end date. Other associated activities may also need to be closed as well. If needed, a case note is entered, along with any degree or credential earned.

## **I. EMPLOYER SPONSORED TRAINING Products**

### **Overview**

The BES Team may identify employers who are having difficulty finding qualified applicants for a position and are interested in working with WorkOne to provide relevant training to otherwise qualified applicants so that they meet the job qualifications. Employers may also be willing to provide an opportunity for an otherwise qualified applicant to develop skills normally required prior to being hired during a trial period. When the training teaches specific, employer-required skills, the employer typically commits to hiring from the training's graduate pool

This training may be through a contract to provide on the job training, a paid or unpaid internship, or customized training for specific job requirements. In all cases, the BES team works with the employer to develop the opportunity and draw up the contract. The Career and Skills team members identify and refer to the BES team appropriate customers, and if they are selected, does the documentation of the service in the TrackOne system and any appropriate follow up with the customer. BES does all follow up with the employer. Common elements of the programs are as follows:

### **A. Identification of Opportunities**

When the Business and Employer Services Team identifies an opportunity, it informs the Skills and Career Teams and provides the following:

- Name and location of employer;
- Job title, hours per week (full time or part time), and the job's daily scheduled hours;
- Wage information for the position for which the OJT will train;
- Job description or tasks list detailing the critical functions of the job;
- Qualifications for the position normally required prior to hire
- Employer requirements for customers to be considered for the *training* (rather than the job; e.g. experience, education, skills);
- Any specific training expectations of the employer.

### **B. Identification of Customers**

Once job requirements and expectations are known, appropriate customers are identified.

1. Using provided employer information, Career and Skills Team members review customer rosters to identify customers matching employer requirements. Team members identify appropriate customers and forward resumes to the Business and Employer Services Team.
2. The Business and Employer Services Team works with the employer through whatever process the employer may require (e.g. interviews, WorkKeys® assessments) to identify and select customers.
3. When a customer is selected, the Business and Employer Services Team informs the Skills or Careers Team.

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ADDENDUM 5

- a. If there are specific items the customer must have before starting, this is communicated to the Skills or Careers Team who gets the customer ready
- b. The Business and Employer Services team also informs the Skills or Career Team of customers who were not selected. If there is specific feedback on a non-selected customer (e.g. a failed drug test), the Business and Employer Services Team communicates this to the Skills or Career Team.

## **EMPLOYER HIRING PRODUCTS**

The following services are available to employers who meet certain requirements as determined by the BES team. All events are scheduled in advance, and the relevant scheduling information will be communicated daily to the Career and Skills Team members, along with specific instructions about how to access these products for customers

- A. Job opportunities created by the Business and Employer Services Team require the Career or Skills Team members to match customers to a specific set of criteria.
  1. The Business and Employer Services Team communicates specific criteria for each job lead developed and for each event. Hiring criteria is communicated in writing to all Career /Skills Team members.
  2. Career /Skills Team members review applicant pool to identify customers that are best qualified per Business and Employer Services Team criteria.
  3. Career /Skills Team members adhere to referral instructions as indicated by the Business and Employer Services Team.
  4. Customers identified for participation in a customized recruitment event are notified by the Career Advancement Team member and encouraged to attend. This will be coordinated with the Business and Employer Services Team.
  5. Customers needing an assessment will be scheduled directly by the Skills/Career team after first verifying that the customer meets all other hiring criteria and has not already taken the assessment.

## **Recruitment Events**

An employer may present information about his/her company at an information event scheduled by the BES Team for the purpose of recruiting qualified applicants. Such an event may be in conjunction with other employers or only a single employer, depending on the number of anticipated hires and the employer's preference. The employer may hold an open event for any interested applicant, or may restrict participation to applicants pre-screened by the BES team. These events include "job fairs" but also include more restricted events.

Information presented would typically include:

- history of the company of the work environment
- description of the current labor force
- positions available
- wages/benefits
- qualifications for the positions
- how to apply

Product Team

Revised: 02/05/08

Effective:

**Interview assistance**

An employer may request to conduct interviews at the Work One location for one or more listed positions. Employers must establish an interview schedule with the BES team in advance. Interviews may be open to any interested applicant or may be restricted to applicants pre-screened by the BES team.

**Personal Effectiveness/Skills Assessment**

Employers may wish to measure the skills of an applicant in dealing with common work situations as a pre-requisite to hiring or other training on the use of equipment or other specific operational skills. A new test to assess such “soft” skills is being tested in this region and will be available at no cost to participating employers. A scheduling and assessment process will be developed in coordination with the current WorkKeys® assessment program.

**Employment Verification**

Job matching systems including the new system used by the State of Indiana assumes certain skills based on past work experience and matches those skills to job listings for possible referral. Past work experience is normally entered by the applicant but is not verified. Under a pilot program being implemented in this region, Employers may request an independent verification of the most recent work experience prior to an interview or selection for further assessments or other testing. Employment verification will be flagged in the job matching system.

**Drug testing and/or criminal background search**

No drug testing or criminal background checks will be offered directly as a service to employers. However, information about what types of tests are available and commonly used by other employers in the region and/or information on how a company may arrange for such services on their own will be made available.

**Work Keys Profiles and Assessments**

Employers may request a professional evaluation of the skills needed to perform certain identified jobs within their company and in many instances WorkKeys® will be the evaluation tool appropriate for the employer. The Business Consultant and/or the WorkKeys® certified profiler will contact the employer to discuss the WorkKeys® system and available grants.

WorkKeys® assessments will be provided for the employer's incumbent workers or for screening of potential new hires. Selected applicants are scheduled for the assessments determined necessary for levels of proficiency and test scores are forwarded to employers as well as applicants. Applicants not meeting the required skill levels are provided opportunities for remediation and may re-test, but only once within 30 days.

Before scheduling any applicants for a WorkKeys® assessment, staff will check in the job matching or TrackOne system for prior WorkKeys® scores.

Assessment results will be entered into TrackOne.

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ADDENDUM 5